

One-e-App (OEA) Tips Sheet –Medical Home Selection Changes in OEA

August 2018



The purpose of this Tips Sheet is to:

1. Explain new changes to the OEA system that require enrollers to select a medical home for each aided household member for New, Renew or Re-add (re-enrollment) applications;
2. Explain new changes to the OEA system that make Closed Medical Homes (i.e., clinics that are no longer accepting new members) available for selection for Re-Adds and Renewals for returning participants only.
3. Explain new changes to the OEA system that provide information in the Medical Home Summary to reflect the most recent Medical home selection as well as the previous Medical home.
4. Explain new changes to the OEA system that provide information in the Program Disposition Detail screen to reflect the most recent medical home selection information.

BACKGROUND: Effective August 2018, OEA was enhanced to allow the selection of different medical homes for each aided household member, and allow the choice of medical home selection to members who were previously assigned to medical homes that are closed to new members at renewal/readd. Previously these options were not available.

MEDICAL HOME SELECTION SCREEN

Medical Home selection for New, Renewals, and Re-enrollments are now mandatory for all aided participants. Each household member will be prompted to select a Medical Home.

1. At the Medical Home selection screen, you must select the desired medical home and assign each aided member to the Medical Home by checking the 'Select' box for each member. See screen on next page.



	Clinic Name	Zipcode	Language	Status	Site CHDP
<input type="radio"/>	ST. JOHN'S-DR. KENNETH WILLIAMS	90037	ENGLISH,SPANISH,	OPEN	NO
<input type="radio"/>	ST. JOHN'S-LOUIS FRAYSER	90037	ENGLISH,SPANISH,CHINESE	OPEN	YES
<input type="radio"/>	ST. JOHN'S-DOWNTOWN LOS ANGELES-MAGNOLIA	90007	ENGLISH,SPANISH,	OPEN	YES
<input type="radio"/>	QUEENSCARE-EAGLE ROCK	90041	ENGLISH,SPANISH,TAGALOG	CLOSED	YES
<input type="radio"/>	QUEENSCARE-ECHO PARK	90026	ENGLISH,KOREAN,VIETNAMESE	CLOSED	YES
<input type="radio"/>	QUEENSCARE-HOLLYWOOD	90029	ENGLISH,SPANISH,ARMENIAN	CLOSED	YES
<input type="radio"/>	ALTAMED-COMMERCE	90022	ENGLISH,SPANISH,	CLOSED	YES
<input type="radio"/>	ALTAMED-FIRST STREET	90033	ENGLISH,SPANISH,	CLOSED	YES
<input type="radio"/>	ALTAMED-HOLLYWOOD PRESBYTERIAN	90027	ENGLISH,SPANISH,	CLOSED	NO
<input type="radio"/>	ALTAMED-WHITTIER	90023	ENGLISH,SPANISH,	CLOSED	YES
<input type="radio"/>	ARROYO VISTA-EL SERENO HUNTINGTON DRIVE	90032	ENGLISH,SPANISH,	OPEN	YES
<input type="radio"/>	ARROYO VISTA-EL SERENO VALLEY	90032	ENGLISH,SPANISH,	OPEN	YES
<input type="radio"/>	ARROYO VISTA-HIGHLAND PARK	90042	ENGLISH,SPANISH,	OPEN	YES
<input type="radio"/>	ARROYO VISTA-LINCOLN HEIGHTS	90031	ENGLISH,SPANISH,	OPEN	YES
<input type="radio"/>	ASIAN PACIFIC HEALTH CARE-BELMONT HC	90026	ENGLISH,SPANISH,	OPEN	YES
<input type="radio"/>	ASIAN PACIFIC HEALTH CARE-LOS FELIZ HC	90027	ENGLISH,SPANISH,VIETNAMESE	OPEN	YES
<input type="radio"/>	BENEVOLENCE-CENTRAL MEDICAL CLINIC	90019	ENGLISH,SPANISH,FARSI	OPEN	YES
<input type="radio"/>	BENEVOLENCE-CRENSHAW COMMUNITY CLINIC	90016	ENGLISH,SPANISH,FARSI	OPEN	YES
<input type="radio"/>	VIA CARE COMMUNITY HEALTH CENTER	90022	ENGLISH,SPANISH,	OPEN	YES
<input type="radio"/>	CENTRAL CITY COMMUNITY HEALTH CENTER INC.	90001	ENGLISH,SPANISH,	OPEN	YES

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Please specify the household members for whom the above selected provider is to be assigned.

Select	My health LA Person Name	Clinic Name	
<input checked="" type="checkbox"/>	Jury Selection		Save
<input checked="" type="checkbox"/>	Mistrial Selection		Save

[Save All](#)

2. You may assign a single Medical Home for all household members or assign each household member a different Medical Home. If you are assigning everyone to the same Medical Home you can click on 'Save All'. If you are assigning them to different Medical Homes you will need to select only one person at a time and click on 'Save' for each individual separately. Below is an example of two household members assigned to different Medical Homes.

Please specify the household members for whom the above selected provider is to be assigned.

Select	My health LA Person Name	Clinic Name	
<input checked="" type="checkbox"/>	Jury Selection	ARROYO VISTA-EL SERENO VALLEY	Save
<input checked="" type="checkbox"/>	Mistrial Selection	CENTRAL CITY COMMUNITY HEALTH CENTER INC.	Save

[Save All](#)

3. If you do not select the box for a household member, OEA will prompt you to do so with the following message. Click 'OK' and proceed to select a medical home for each aided member.



- Closed Medical homes will be available for selection for returning (i.e., renewing or re-enrolling) participants only. New participants will see the radial buttons greyed-out for closed medical homes and unavailable for selection.

MHLA participants who were most recently assigned to a closed Medical home may select the closed medical home upon returning. Closed Medical homes will appear in the Medical home selection options a 'CLOSED' Status and the Clinic Name will appear with the suffix 'RETURNING PATIENTS ONLY' as shown below.

	Clinic Name	Zipcode	Language	Status	Site CHDP
<input type="radio"/>	FAMILY HEALTH-BELL GARDENS	90201	ENGLISH,SPANISH,TAGALOG	OPEN	YES
<input type="radio"/>	FAMILY HEALTH-HAWAIIAN GARDENS	90716	ENGLISH,SPANISH,TAGALOG	OPEN	YES
<input type="radio"/>	THE NECC-WILMINGTON	90744	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	NEV-SANTA CLARITA	91351	ENGLISH,SPANISH,FARSI	CLOSED	YES
<input type="radio"/>	NEV-VALENCIA	91355	ENGLISH,SPANISH,TAGALOG	CLOSED	YES
<input type="radio"/>	ST. JOHN'S-COMPTON	90222	ENGLISH,SPANISH	OPEN	YES
<input type="radio"/>	ST. JOHN'S DR. KENNETH WILLIAMS	90037	ENGLISH,SPANISH	OPEN	NO
<input type="radio"/>	AFH-519	91205	ENGLISH,SPANISH,ARMENIAN	OPEN	NO
<input type="radio"/>	ALL-INCLUSIVE COMMUNITY HEALTH CENTER	91504	ENGLISH,SPANISH,ARMENIAN	OPEN	YES
<input checked="" type="radio"/>	ALTAMED-BELL-RETURNING PATIENTS ONLY*	90201	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-COMMERCE	90022	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-EL MONTE	91731	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-FIRST STREET	90033	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-HOLLYWOOD PRESBYTERIAN	90027	ENGLISH,SPANISH	CLOSED	NO
<input type="radio"/>	ALTAMED-MONTEBELLO	90640	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-PICO RIVERA SLAUSON	90660	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-WEST COVINA	91790	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-WHITTIER	90023	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	AVCC-HEALTH AND WELLNESS	93534	ENGLISH,SPANISH	OPEN	YES
<input type="radio"/>	AVCC-PALMDALE	93550	ENGLISH,SPANISH	OPEN	YES

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Please specify the household members for whom the above selected provider is to be assigned.

Select	My health LA Person Name	Clinic Name	
<input checked="" type="checkbox"/>	Test Red	ALTAMED-BELL	Save

NOTE: For returning participants, their most recently assigned medical home will no longer be automatically assigned under 'Clinic Name'. Returning participants must proceed through the medical home selection process, even if they choose to select the same medical home they were most recently assigned.

5. For an application that contains a returning and a new participant, OEA will allow the selection of the most recently assigned closed medical home for the returning participant only. See example below.

	Clinic Name	Zipcode	Language	Status	Site CHDP
<input type="radio"/>	AFH-519	91205	ENGLISH,SPANISH,ARMENIAN	OPEN	NO
<input type="radio"/>	ALL-INCLUSIVE COMMUNITY HEALTH CENTER	91504	ENGLISH,SPANISH,ARMENIAN	OPEN	YES
<input checked="" type="radio"/>	ALTAMED-BELL- RETURNING PATIENTS ONLY*	90201	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-COMMERCE	90022	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-EL MONTE	91731	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-FIRST STREET	90033	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-HOLLYWOOD PRESBYTERIAN	90027	ENGLISH,SPANISH	CLOSED	NO
<input type="radio"/>	ALTAMED-MONTEBELLO	90640	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-PICO RIVERA SLAUSON	90660	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-WEST COVINA	91790	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-WHITTIER	90023	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	AVCC-HEALTH AND WELLNESS	93534	ENGLISH,SPANISH	OPEN	YES
<input type="radio"/>	AVCC-PALMDALE	93550	ENGLISH,SPANISH	OPEN	YES
<input type="radio"/>	ARROYO VISTA-EL SERENO HUNTINGTON DRIVE	90032	ENGLISH,SPANISH	OPEN	YES
<input type="radio"/>	ARROYO VISTA-EL SERENO VALLEY	90032	ENGLISH,SPANISH	OPEN	YES
<input type="radio"/>	FAMILY HEALTH-BELL GARDENS	90201	ENGLISH,SPANISH,TAGALOG	OPEN	YES
<input type="radio"/>	FAMILY HEALTH-HAWAIIAN GARDENS	90716	ENGLISH,SPANISH,TAGALOG	OPEN	YES
<input type="radio"/>	THE NECC-WILMINGTON	90744	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	NEV-SANTA CLARITA	91351	ENGLISH,SPANISH,FARSI	CLOSED	YES
<input type="radio"/>	NEV-VALENCIA	91355	ENGLISH,SPANISH,TAGALOG	CLOSED	YES

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Please specify the household members for whom the above selected provider is to be assigned.

Select	My health LA Person Name	Clinic Name	
<input checked="" type="checkbox"/>	Matt Wilkinson	ALTAMED-BELL	Save
<input checked="" type="checkbox"/>	Joe Wilkinson		Save

- 5b. If the new participant attempts to select a closed medical home s/he will receive the message below indicating that they must select another, open medical home.


	Clinic Name	Zipcode	Language	Status	Site CHDP
<input type="radio"/>	AFH-519	91205	ENGLISH,SPANISH,ARMENIAN	OPEN	NO
<input type="radio"/>	ALL-INCLUSIVE COMMUNITY HEALTH CENTER	91504	ENGLISH,SPANISH,ARMENIAN	OPEN	YES
<input checked="" type="radio"/>	ALTAMED-BELL- RETURNING PATIENTS ONLY*	90201	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-COMMERCE	90022	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-EL MONTE	91731	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-FIRST STREET	90033	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-HOLLYWOOD PRESBYTERIAN	90027	ENGLISH,SPANISH	CLOSED	NO
<input type="radio"/>	ALTAMED-MONTEBELLO	90640	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-PICO RIVERA SLAUSON	90660	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-WEST COVINA	91790	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	ALTAMED-WHITTIER	90023	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	AVCC-HEALTH AND WELLNESS	93534	ENGLISH,SPANISH	OPEN	YES
<input type="radio"/>	AVCC-PALMDALE	93550	ENGLISH,SPANISH	OPEN	YES
<input type="radio"/>	ARROYO VISTA-EL SERENO HUNTINGTON DRIVE	90032	ENGLISH,SPANISH	OPEN	YES
<input type="radio"/>	ARROYO VISTA-EL SERENO VALLEY	90032	ENGLISH,SPANISH	OPEN	YES
<input type="radio"/>	FAMILY HEALTH-BELL GARDENS	90201	ENGLISH,SPANISH,TAGALOG	OPEN	YES
<input type="radio"/>	FAMILY HEALTH-HAWAIIAN GARDENS	90716	ENGLISH,SPANISH,TAGALOG	OPEN	YES
<input type="radio"/>	THE NECC-WILMINGTON	90744	ENGLISH,SPANISH	CLOSED	YES
<input type="radio"/>	NEV-SANTA CLARITA	91351	ENGLISH,SPANISH,FARSI	CLOSED	YES
<input type="radio"/>	NEV-VALENCIA	91355	ENGLISH,SPANISH,TAGALOG	CLOSED	YES

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Please specify the household members for whom the above selected provider is to be assigned.

Select	My health LA Person Name	Clinic Name	
<input type="checkbox"/>	Matt Wilkinson	ALTAMED-BELL	Save
<input checked="" type="checkbox"/>	Joe Wilkinson		Save

Message from webpage

 The Medical Home you have selected is closed to new patients.

Please select a different medical home and click Save.

OK

MEDICAL HOME SUMMARY AFTER SELECTING MEDICAL HOME

After selection of medical home the Medical Home Summary results will show:

1. Returning participant's current Selected Medical Home and their Previous (i.e., most recently assigned) Medical Home.
2. New participant's current Selected Medical Home, with their Previous Medical Home showing 'N/A'.

1 Getting Started **2** Your Household **3** Household Income **4** Other Information **5** Preliminary Eligibility **6** Additional Information **7** Program Info

Your Medical Home Summary

Application ID: 19002201803100043

☐ Matt Wilkinson

Selected Medical Home: ALTAMED-BELL
Previous Medical Home: ALTAMED-BELL

☐ Joe Wilkinson

Selected Medical Home: AVCC-PALMDALE
Previous Medical Home: N/A

PROGRAM DISPOSITION DETAILS AFTER SELECTING MEDICAL HOME

After selection of medical home the Program Disposition Details will show:

1. Returning participant's current application details (as RENEWED or READD for a re-enrollment) and their current selected medical home.
2. New participant's current application details (as NEW for an initial enrollment) and their current selected medical home.

Program Disposition Details

Applicant Name	Program Name	Disposition	Disposition Date	Medical Home	Denial/Disenrollment Reasons	Coverage Period	Disenrollment Date	Comments
Wilkinson, Matt	My Health LA	Approved	02/01/2018	ALTAMED-BELL	N/A	03/01/2017 - 01/31/2019	N/A	N/A
Application(s)								
19002201803000078 (NEW)		Approved	03/01/2017	Primary	N/A	03/01/2017-02/28/2018	N/A	
19002201803100043 (RENEWED)		Approved	02/01/2018	Primary	N/A	03/01/2018-01/31/2019	N/A	
Wilkinson, Joe	My Health LA	Approved	02/01/2018	AVCC-PALMDALE	N/A	02/01/2018 - 01/31/2019	N/A	N/A
Application(s)								
19002201803100043 (NEW)		Approved	02/01/2018	Primary	N/A	02/01/2018-01/31/2019	N/A	